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NOTICE OF ALLOWANCE AND FEE(S) DUE

24628 7590 09/03/2008

Husch Blackwell Sanders, LLP
Welsh & Katz
120 S RIVERSIDE PLAZA
22ND FLOOR
CHICAGO, IL 60606

EXAMINER

WONG, BLANCHE

ART UNIT

PAPER NUMBER

2619

DATE MAILED: 09/03/2008

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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09/997,912

11/30/2001

Anthony J. Dezonno

6065-83802

4715

TITLE OF INVENTION: MULTI-PROTOCOL AGENT TELEPHONE SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1440	\$300	\$0	\$1740	12/03/2008

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

A. If the status is the same, pay the TOTAL FEE(S) DUE shown above.

B. If the status above is to be removed, check box 5b on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and twice the amount of the ISSUE FEE shown above, or

If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

PART B - FEE(S) TRANSMITTAL

**Complete and send this form, together with applicable fee(s), to: Mail Mail Stop ISSUE FEE
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INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

24628 7590 09/03/2008

Husch Blackwell Sanders, LLP
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I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/997,912	11/30/2001	Anthony J. Dezonno	6065-83802	4715

TITLE OF INVENTION: MULTI-PROTOCOL AGENT TELEPHONE SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1440	\$300	\$0	\$1740	12/03/2008

EXAMINER	ART UNIT	CLASS-SUBCLASS
WONG, BLANCHE	2619	370-351000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. **Use of a Customer Number is required.**

2. For printing on the patent front page, list

- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively, 1 _____
- (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed. 2 _____
- 3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent) : ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☐ Issue Fee
- ☐ Publication Fee (No small entity discount permitted)
- ☐ Advance Order - # of Copies _____

4b. Payment of Fee(s); (Please first reapply any previously paid issue fee shown above)

- ☐ A check is enclosed.
- ☐ Payment by credit card. Form PTO-2038 is attached.
- ☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number _____ (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature _____

Date _____

Typed or printed name _____

Registration No. _____

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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24628	7590	09/03/2008	EXAMINER	
Husch Blackwell Sanders, LLP Welsh & Katz 120 S RIVERSIDE PLAZA 22ND FLOOR CHICAGO, IL 60606			WONG, BLANCHE	
			ART UNIT	PAPER NUMBER
			2619	
			DATE MAILED: 09/03/2008	

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b) (application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 825 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 825 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (<http://pair.uspto.gov>).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.

Notice of Allowability	Application No.	Applicant(s)	
	09/997,912	DEZONNO ET AL.	
	Examiner	Art Unit	
	Blanche Wong	2619	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Amendment dated May 15, 2008.
2. ☒ The allowed claim(s) is/are 13-33 (renumbered 1-21 respectively).
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. ____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
 - * Certified copies not received: ____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date ____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date ____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. <input type="checkbox"/> Notice of References Cited (PTO-892) 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) 3. <input type="checkbox"/> Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date ____ 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit
of Biological Material | <ol style="list-style-type: none"> 5. <input type="checkbox"/> Notice of Informal Patent Application 6. <input type="checkbox"/> Interview Summary (PTO-413),
Paper No./Mail Date ____. 7. <input checked="" type="checkbox"/> Examiner's Amendment/Comment 8. <input checked="" type="checkbox"/> Examiner's Statement of Reasons for Allowance 9. <input type="checkbox"/> Other ____. |
|--|---|

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with James A. Scheer (Reg No. 29,434) on August 14, 2008.

The application has been amended as follows:

13. (Currently Amended) In a system, combination of an agent telephone system ~~coupled to an automatic call distributor, the automatic call distributor~~ coupled to an automatic call distributor and an external switch, the automatic call distributor configured to ~~couple~~ provide communication paths for an incoming telephone call from the external switch to the agent telephone system and to route the incoming telephone call over one of a plurality of communication networks connected between the automatic call distributor and the agent telephone system, the plurality of communication networks utilizing ~~differing~~ different communication protocols, the agent telephone system comprising:

a microprocessor;

memory operatively coupled to the microprocessor;

an agent microphone and agent speaker for transmission and reception of audio information, respectively;

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a conversion device operatively coupled to the agent microphone and to the agent speaker, and the conversion device also operatively coupled to the microprocessor;

an input switch multiplexer operatively coupled to the microprocessor, wherein the microprocessor controls selection of one of a plurality of input lines of the switch multiplexer;

a plurality of network interfaces each connected to a respective one of the plurality of input lines of the switch multiplexer, each of the plurality of network interfaces also connected to a ~~respective~~ one of the plurality of communication networks, and ~~each communication network also connected to the automatic call distributor~~ so as to ~~permit~~ establishing communication between a caller of the incoming telephone call from the external switch and an agent of the agent telephone system through the automatic call distributor over one of the plurality of communications networks; and

wherein the agent telephone system establishes communication between the caller and the agent over a first communication network of the plurality of communication networks and then detects ~~after detection of~~ a failure of a the first communication network ~~of the plurality of communications networks~~, the failure causing disconnection of the incoming telephone call ~~from the agent telephone system~~ between the agent telephone system and the automatic call distributor resulting in a partially disconnected call ~~while it is still retained by the automatic call distributor~~, the microprocessor, in response to the disconnection, issues a control signal to the switch

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multiplexer to route the partially disconnected call~~disconnected incoming telephone call~~ through a second communication network of the plurality of communication networks so as to re-establish communication between the caller and the agent, the first and second communication networks utilizing different communication protocols.

23. (Currently Amended) A method for providing communication paths for an incoming call from an external switch ~~of an automatic call distributor~~ to an agent telephone system through an automatic call distributor, the automatic call distributor coupled to ~~an~~ the external switch and the agent telephone system, the automatic call distributor configured to route the incoming telephone call from the external switch to the agent telephone system over one of a plurality of communication networks connected between the automatic call distributor and the agent telephone system, each communication network having a corresponding network interface, ~~the communication networks and~~ utilizing differing ~~different~~ communication protocols, the method comprising the steps of:

providing the agent telephone system with a microprocessor, and operatively coupling the microprocessor to a memory;

providing the agent telephone system with at least one transducer configured to transmit and receive audio information~~[[;]]~~ , and operatively coupling the at least one transducer to the microprocessor through a conversion device;

providing the agent telephone system with a switch multiplexer, and operatively coupling~~ing~~ the switch multiplexer to the microprocessor, the switch multiplexer having a

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plurality of input lines and the plurality of input lines having a plurality of network interfaces, each of the plurality of network interfaces also connects to one of the plurality of communication networks;

controlling, by the microprocessor, selection of one of the plurality of input lines of the switch multiplexer, each network interface is connected to a respective one of the plurality of communication networks and each network interface is connected to a respective one of the plurality of input lines of the switch multiplexer, and each communication network connected to the automatic call distributor, so as to establish communication between a caller of the incoming telephone call from the external switch and the agent of the agent telephone system through the automatic call distributor over one of the plurality of communication networks;

establishing, by the agent telephone system, communication between the caller and the agent over a first communication network of the plurality of communication networks; and

detecting, by the agent telephone system, a failure of [[a]]the first communication network of the plurality of networks through which the incoming telephone call is in communication with the agent telephone system, said failure causing disconnection of the incoming telephone call from the agent telephone system between the agent telephone system and the automatic call distributor resulting in a partially disconnected call while still retained by the automatic distributor, and thereafter

issuing, by the microprocessor, a control signal, in response to the disconnection, to the switch multiplexer to route the partially disconnected call disconnected incoming

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~~telephone call~~ through a second communication network of the plurality of communication networks so as to reestablish communication between the caller and the agent, the first and second communication network utilizing different communication protocol.

2. The following is an examiner's statement of reasons for allowance:

With regard to claim 13, the prior art of record fails to anticipate or make obvious an agent telephone system comprising: "a microprocessor; memory operatively coupled to the microprocessor; an agent microphone and agent speaker for transmission and reception of audio information, respectively; a conversion device operatively coupled to the agent microphone and to the agent speaker, and the conversion device also operatively coupled to the microprocessor; an input switch multiplexer operatively coupled to the microprocessor, wherein the microprocessor controls selection of one of a plurality of input lines of the switch multiplexer; a plurality of network interfaces each connected to a respective one of the plurality of input lines of the switch multiplexer, each of the plurality of network interfaces also connected to one of the plurality of communication networks, so as to establish communication between a caller of the incoming telephone call from the external switch and an agent of the agent telephone system through the automatic call distributor over one of the plurality of communications networks; and wherein the agent telephone system establishes communication between

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the caller and the agent over a first communication network of the plurality of communication networks and then detects a failure of the first communication network, the failure causing disconnection of the incoming telephone call between the agent telephone system and the automatic call distributor resulting in a partially disconnected call, the microprocessor, in response to the disconnection, issues a control signal to the switch multiplexer to route the partially disconnected call through a second communication network of the plurality of communication networks_so as to re-establish communication between the caller and the agent, the first and second communication networks utilizing different communication protocols.“

With regard to claim 23, the prior art of record fails to anticipate or make obvious a method comprising the steps of "providing the agent telephone system with a microprocessor, and operatively coupling the microprocessor to a memory; providing the agent telephone system with at least one transducer configured to transmit and receive audio information, and operatively coupling the at least one transducer to the microprocessor through a conversion device; providing the agent telephone system with a switch multiplexer, and operatively coupling the switch multiplexer to the microprocessor, the switch multiplexer having a plurality of input lines and the plurality of input lines having a plurality of network interfaces, each of the plurality of network interfaces also connects to one of the plurality of communication networks; controlling, by the microprocessor, selection of one of the plurality of input lines of the switch multiplexer, so as to establish communication between a caller of the incoming

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telephone call from the external switch and an agent of the agent telephone system through the automatic call distributor over one of the plurality of communication networks; establishing, by the agent telephone system, communication between the caller and the agent over a first communication network of the plurality of communication networks; detecting, by the agent telephone system, a failure of the first communication network, said failure causing disconnection of the incoming telephone call between the agent telephone system and the automatic call distributor resulting in a partially disconnected call; and issuing, by the microprocessor, a control signal, in response to the disconnection, to the switch multiplexer to route the partially disconnected call through a second communication network of the plurality of communication networks so as to reestablish communication between the caller and the agent, the first and second communication network utilizing different communication protocol.”

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled “Comments on Statement of Reasons for Allowance.”

3. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Blanche Wong whose telephone number is 571-272-3177. The examiner can normally be reached on Monday through Friday, 830am to 530pm.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Edan Orgad can be reached on 571-272-7884. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Blanche Wong/
Examiner, Art Unit 2619
August 14, 2008

/Edan Orgad/
Supervisory Patent Examiner, Art Unit 2619